Customer Service Report for the ADB

for Tuesday, November 1, 2005 to Wednesday, November 30, 2005

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ADB	Web	Other	DCS	ADB	Other	DCS	ADB	Other	
Accounts											
Access/Login	10	0	0	0	0	0	0	7	2	1	8
Password Reset	20	0	0	1	0	0	0	19	0	2	8
Register/Open	1	0	0	1	0	0	0	1	0	1	1
ADB											
Connectivity	21	0	0	0	0	1	0	17	0	3	10
DELPRO	76	0	0	5	1	0	3	45	10	22	7
Fellowship Pmt Syst	14	0	0	0	0	0	0	0	2	12	7
Finance	2	0	0	0	0	0	0	1	0	1	8
General Info	26	0	0	1	0	0	1	12	4	10	10
GUI	1	0	0	0	0	0	0	1	0	0	5
ID Reactivation	17	0	0	0	0	0	0	15	0	2	7
Keyword	90	0	0	1	0	0	0	83	0	8	6
Property	2	0	0	0	0	0	0	0	1	1	4
Purchase card	20	0	0	0	0	0	0	11	4	5	8
Registration	3	0	0	0	0	0	1	1	0	1	4
Reports	1	0	0	0	0	0	0	0	1	0	10
Security	15	0	0	0	0	0	0	14	1	0	5
SSF	1	0	0	0	0	0	0	0	1	0	16
Application Support											
COTS-QWS3270-Troubleshoot	0	0	0	1	0	0	0	0	0	1	0
COTS-QWS3270-Un/Install	1	0	0	0	0	0	0	0	0	1	5
Specialized Application	1	0	0	0	0	0	0	0	0	1	5
NIH Data Warehouse											
Printing	1	0	0	0	0	0	0	1	0	0	10
OS/390											
Printer/Other	1	0	0	0	0	0	0	0	0	1	75
Security & RACF	1	0	0	0	0	0	0	1	0	0	7
Grand Total:	**325**	**0**	**0**	**10**	**1**	**1**	**5**	**229**	**26**	**73**	**7**

Total Tickets Closed:	**328**
Total Tickets Assigned/Pending/Checked Out:	**7**
Total Tickets Created:	**335**